

# Shared Responsibilities

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for

## Volunteer Service Administration

*Volunteer administration is a shared responsibility of the Service to which the volunteer is assigned and the Office of Volunteers or Volunteer Personnel. Carrying out volunteer administration responsibilities is one of the managerial functions of the Service chairman and director in collaboration with the leadership of the office responsible for volunteer personnel.*

### Responsibilities of Each Service

#### The Service—

1. Suggests needed volunteer personnel policies to the Volunteer Personnel office.
2. Defines volunteer job functions and assists in writing job descriptions in consultation with the Volunteer Personnel office.
3. Determines both the immediate and long-range need for volunteers.
4. Provides input into the planning of and participates as needed in the implementation of a coordinated recruitment process.
5. Interviews referrals from the Volunteer Personnel office and accepts volunteers for placement or refers them back to that office for a different assignment.
6. Refers volunteers who are recruited by the Service to the Volunteer Personnel office for processing.
7. Provides orientation to the Service, assigns tasks, and schedules the volunteers.
8. Starts volunteers on the job with an appropriate job induction and provides on-the-job training and planned growth experiences.
9. Reports appropriate volunteer activity and personnel information to the Volunteer Personnel office.
10. Provides an early follow-up on all new volunteers to ensure proper placement and job satisfaction.
11. Provides supervision and appropriate support.
12. Participates in planning ongoing recognition by the Service for volunteers.
13. Promotes volunteers within the Service or recommends the volunteer for broader experience outside the Service.
14. Refers the volunteer back to the Volunteer Personnel office with a recommendation for reassignment or referral to another agency.
15. Refers the volunteer to the Volunteer Personnel office for an exit interview.

### Responsibilities of the Volunteer Personnel Office

#### The Office of Volunteer Personnel—

1. Develops volunteer personnel policies for approval by the board of directors.
2. Provides consultation and technical advice and writes volunteer job descriptions.
3. Gathers, compiles, and keeps updated information regarding the number of volunteers needed.
4. Coordinates the planning and implementation of a recruitment process.
5. Interviews potential volunteers and refers them for placement.
6. Processes volunteers recruited by an individual Service.
7. Provides basic Red Cross orientation.
8. Consults with Services and Offices regarding job induction, planned growth experiences, and volunteer career development.
9. Keeps a master volunteer-personnel file on all volunteers.\*
10. Follows up with the volunteer and the Service to ensure proper placement and job satisfaction.
11. Provides consultation regarding volunteer and paid staff relationships.
12. Ensures formal recognition for all volunteers.
13. Confers with Services regarding the leadership potential of volunteers for positions of greater responsibility in the Red Cross.
14. Provides a mechanism for reassignment or for referring volunteers to another agency.
15. Provides exit interviews and a transfer record for volunteers leaving the community or the chapter.

\*NOTE. Safety Services and the office responsible for providing volunteer personnel support need to collaborate to assure that volunteer personnel information on Safety Services instructors is available for retrieval by either office.



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